

JORDAN LEE JIA HERN

Solutions Engineer | Full-Stack Engineering | Enterprise Integrations

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PROFESSIONAL SUMMARY

Implementation-focused Solutions Engineer with 3.5+ years of full-stack delivery experience across enterprise SaaS, GovTech, and PropTech platforms in Singapore. Translate business and operational needs into solution designs, technical requirements, C#.NET and SQL implementations, API integrations, UAT plans, and release-ready changes. Delivered 10+ major enhancements while supporting complex leasing, financial, reporting, and workflow operations.

CORE SKILLS AND CAPABILITIES

- **Solutions and delivery:** Requirements Clarification, Solution Design, Technical Feasibility, Stakeholder Collaboration, UAT Coordination, Release Planning, Production Support
- **Engineering and integration:** C#, .NET, ASP.NET, Full-Stack Development, REST API Design, Service Integration, SQL, Azure SQL, Web UI, Background Processing
- **Data and quality:** Reporting, Power BI, Data Integration, Data Reconciliation, Root-Cause Analysis, SonarQube, Code Review
- **Ways of working:** Agile/Scrum, Sprint Planning, Backlog Management, SDLC, GitLab, Confluence, Figma, Escalation Management
- **Domain experience:** B2B Enterprise SaaS, GovTech, PropTech, Commercial Leasing, Financial Transactions, Workflow/SLA, Document and E-filing Integrations

PROFESSIONAL EXPERIENCE

MRI Software; Singapore | Technical Consultant (Full-Stack Software Engineering) | Dec 2022 - Present

Deliver full-stack engineering and technical-consulting support for HDB's integrated Estate Management System (iEMS), with a focus on the Tenancy Management System (TMS), supporting commercial property, leasing, workflow, and financial operations.

- Translated business requirements, system logic, data models, architectural behavior, and delivery risks into development-ready solution requirements.
- Delivered 10+ major application and data enhancements across C#, ASP.NET, Azure SQL, APIs, reporting, and integrations.
- Diagnosed cross-layer defects by reconciling Web UI behavior, service logic, API flows, background processing, and SQL data.
- Coordinated daily execution within a three-engineer pod through sprint planning, code review, blocker resolution, UAT readiness, and delivery tracking.
- Facilitated root-cause discussions between business consultants and developers to resolve technical-to-business discrepancies before implementation.

EDUCATION, CERTIFICATION AND LANGUAGES

- **Education:** Bachelor of Computing; The University of Melbourne; Melbourne, Australia; Jun 2018 - Jul 2022
- **Certification:** Certified Scrum Master (CSM); Scrum Alliance
- **Languages:** English (Fluent); Chinese/Mandarin (Native); Malay (Professional)

SOLUTIONS ENGINEERING HIGHLIGHTS

- **Business-to-technical translation:** Turn stakeholder needs, data structures, system behavior, and delivery risks into actionable requirements and implementation plans.
- **Full-stack solution delivery:** Connect user-facing workflows, service logic, data, reporting, and external integrations into release-ready enterprise solutions.
- **Enterprise troubleshooting:** Trace cross-layer defects, reconcile application and data behavior, and coordinate fixes through code review, UAT, and release workflows.
- **Cross-functional execution:** Coordinate a three-engineer pod across sprint planning, code reviews, blocker removal, UAT planning, and delivery tracking.

SELECTED SOLUTION DELIVERY PROJECTS

The examples below reflect direct implementation within shared-team delivery; each progressed through review into UAT, with selected changes also merged into develop.

Data, reporting, and scheduled integrations

- Delivered Power BI data-integration enhancements in C#/NET for tenancy and finance reporting, connecting SQL-backed application data to reporting workflows.
- Built a scheduled monthly active-tenancy interface that automated data retrieval and export through background-service processing.
- Made customer contact details configurable across invoices, statements, notices, and related reporting templates.

Cross-platform workflow solutions

- Stabilized the Outlook and e-filing service integration supporting tenancy-document workflows.
- Extended Web UI flows for unit reservation and tenancy conversion, with related reporting and scheduled-processing support.
- Connected enterprise asset-management cost-centre mappings to tenancy workflows and their API interactions.
- Enforced position-based access across contract, licence, and reporting workflows, separating record visibility according to assigned positions.
- Translated postal-code responsibility rules into tenancy-routing logic backed by SQL data.

Financial workflows and technical troubleshooting

- Reworked financial-history presentation to separate principal, GST, and balance information across tenancy and licence contracts.
- Corrected collection-posting logic in C#/NET for terminated and active customer accounts, tracing transaction state through API flows and background jobs.
- Consolidated and corrected prorated rental and tax calculations into reusable service logic for complex lease and licence scenarios.
- Extended cash-charge reversal and zero-balance receivables processing with cross-module search plus mass invoice and credit-note handling.
- Encoded area-tiered fee and rounding policies in application logic for licence renewals and location valuations.
- Resolved duplicate-record and visibility issues in non-cash security-deposit guarantee workflows through targeted SQL data corrections.